



HYUNDAI MOTOR AMERICA

EXIGENT CIRCUMSTANCES EXTERNAL POLICY & PROCEDURE

I. POLICY

Hyundai Motor America (“HMA”) is committed to maintaining the privacy of Hyundai customers. HMA is permitted, but not required, to voluntarily disclose customer information to federal, state, or local Law Enforcement officials if HMA believes in good faith that an Exigent Circumstance exists. HMA may provide customer information to Law Enforcement officials subject to appropriate legal process (e.g., a subpoena or search warrant) or customer consent.

An “Exigent Circumstance” is an emergency involving an imminent risk of death or serious physical injury to an individual requiring disclosure without delay of communications relating to the emergency. Law Enforcement officials must attest that immediate assistance from HMA is necessary to mitigate such risk.

If Law Enforcement requests access to real-time information for a period of more than 48 hours, HMA reserves the right to require that Law Enforcement obtain appropriate legal process (e.g., a subpoena or search warrant) or customer consent within the initial 48-hour period to authorize continued disclosure of real-time information.

II. PROCEDURE

In order for Law Enforcement officials to request that HMA voluntarily disclose information in an Exigent Circumstance, the requesting officer should call the HMA Blue Link Customer Care Call Center (“HMA Blue Link Call Center”) number at 1-855-225-8354. The HMA Blue Link Call Center is available 24/7.

Once in contact with the HMA Blue Link Call Center, the Law Enforcement official should attest that there is an ongoing Exigent Circumstance. An HMA Team Member will then request that the Law Enforcement official email the completed “HMA Exigent Circumstances Request Form” (attached below) using their official government or Law Enforcement email. The HMA Team Member will disclose the email address Law Enforcement should email the form to during the call. Please email the form to the appropriate email address with the words “Hyundai Exigent Circumstance Request” in the subject line.

Law Enforcement should note that the Hyundai vehicle for which data is requested in an Exigent Circumstance must have Blue Link capability set to “Active” in order for telematics to be retrievable. HMA will respond to the request in a timely manner dependent on: internal processes, technical feasibility of information retrieval, legitimacy of the Exigent Circumstance, Law Enforcement verification, and timeliness of responses from Law Enforcement.

III. Other Considerations

HMA assesses Exigent Circumstance requests on a case-by-case basis. HMA carefully reviews all Exigent Circumstance requests to assess whether there is a valid legal and factual basis for each request. If HMA determines in good faith that there is no valid legal basis for an Exigent Circumstances request, or if the request is unclear, inappropriate, or over-broad, HMA will object to, challenge, or reject the request.

Ninety days after receiving an Exigent Circumstances Request, HMA reserves the right to notify HMA customers that their account information was sought by Law Enforcement or government officials, except where providing notice is explicitly prohibited by law. HMA may choose to not notify customers if HMA believes in good faith that such notification may create a risk of injury or death to an individual.

The “HMA Exigent Circumstances External Policy & Procedure” document is not intended to constitute legal advice. Nothing within the “HMA Exigent Circumstances External Policy & Procedure” document creates an enforceable right against HMA, and HMA’s policies and procedures may be updated or changed in the future without further notice to Law Enforcement officials or government entities.

Law Enforcement officials are responsible for preserving evidence collected via Exigent Circumstances requests.



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EXIGENT CIRCUMSTANCES REQUEST FORM

I hereby attest that:

- 1) I am a Law Enforcement official authorized by applicable law to request the following information;
2) There is an Exigent Circumstance involving imminent risk of death or serious physical injury to an individual requiring that the information below be provided relating to the emergency;
3) I understand that HMA may in good faith determine whether or not an Exigent Circumstance exists, and I have read and understood the "HMA Exigent Circumstances External Policy & Procedure" document; and
4) I understand that an initial request for real-time Vehicle Geolocation data or other information will extend, if granted, for no more than 48 hours. If I am requesting information for a period of greater than 48 hours, I understand that HMA reserves the right to require that I provide appropriate legal process or customer consent within the initial 48-hour period to authorize continued disclosure of such information.

I request information from the following vehicle:

Table with 2 columns: Field Name, Value. Fields include VIN, Hyundai Car Year, Hyundai Make/Model, and Vehicle Owner Name.

I attest the following facts of the Exigent Circumstance:

Please provide a description of the Exigent Circumstance. Be sure to include the date, time, and facts of the Exigent Circumstance.

Large empty rectangular box for describing the exigent circumstance.

Table with 3 columns: Type of Information, Information Required (Y/N), Time Frame Requested. Rows include Customer Information, Vehicle Geolocation, and Other (Please specify in last column).

Requesting Investigative or Law Enforcement Officer and Case Information:

Table with 2 columns: Field Name, Value. Fields include Requesting Officer Name, Badge #, Rank/Title, Direct Phone #, Direct Email, Supervisor Name/Title, Supervisor's Direct Phone #, Agency City/County/State, and Agency Case #.

By signing below, I, the requesting officer, confirm I completed this form in my capacity as an authorized law enforcement official and the information provided in it is true and correct to the best of my knowledge and belief.

Requesting Officer/Agent Signature: _____ Date: _____

*** Please call the HMA Blue Link Customer Care Call Center at 1-855-225-8354 for email instructions. ***